



EXTENDED WARRANTY

IN-CAR MULTI-MEDIA GPS NAVIGATION SYSTEMS & RELATED ACCESSORIES



Hermisource Automotive has a strong commitment to customer satisfaction and service excellence. In order to ensure that this commitment is kept, all Hermisource Automotive products are chosen for their high quality, durability, stability and reliability. These products are sold with a standard Hermisource Manufacturer Warranty of 1 (one) year, calculated from the date of purchase.

Further protection can be provided by means of a Hermisource Extended Warranty.

The Hermisource Extended Warranty is administered and co-ordinated on behalf of Hermisource Automotive by Hermisource Financial Services, a Division of Hermisource (Pty) Limited.

WHAT IS HERMISOURCE EXTENDED WARRANTY?

The Hermisource Extended Warranty (HEW) gives protection, convenience and peace of mind against unexpected mechanical and/or electrical failure of the electronic equipment and components purchased from Hermisource. The Extended Warranty is for a defined period, and commences on expiry of the standard Manufacturer Warranty.

The Extended Warranty is not an extension of the standard Manufacturer Warranty. It is, rather, a very specific warranty, covering specific things. It has certain exclusions and limitations. It does not run concurrently with the standard Manufacturer Warranty.

WHAT ARE THE BENEFITS?

The benefits of the Hermisource Extended Warranty are as follows:

- ✚ Protection, convenience and peace of mind from unexpected mechanical and/or electrical malfunction;
- ✚ Alignment of the useful life and functioning of the components with the useful life and functioning of the motor vehicle;
- ✚ Enhancement of the motor vehicle's re-sale value, as the Extended Warranty is transferrable to the subsequent owner of the motor vehicle (the motor vehicle will purchased with a well-functioning multi-media GPS navigation system);

WHAT IS COVERED BY THE EXTENDED WARRANTY?

The Extended Warranty covers the following equipment:

- ✚ GPS head unit (including internal components and harnesses);
- ✚ GPS Map Software (if supplied by Hermisource); and
- ✚ Reverse Camera (if supplied by Hermisource)

Hermisource Automotive warrants to the customer that during the Warranty Period, Hermisource Automotive or a Hermisource Authorised Fitment or Service Centre will, on commercially reasonable basis, remedy defects in materials and functionality by repairing or, should Hermisource in its sole discretion, deem it necessary, replace the faulty or defective products in accordance with this Extended Warranty and relevant considerations.

The coverage framework is broadly as follows:

WHAT IS COVERED	WHAT IS NOT COVERED
<p>1. GPS Head Unit:</p> <ul style="list-style-type: none"> • Proper functioning of the unit; • Internal components of the unit, such as PCB board, etc. • Harnesses <p>2. GPS Map Software*:</p> <ul style="list-style-type: none"> • Proper functioning of the software (excluding software upgrades) <p>3. Reverse Camera*:</p> <ul style="list-style-type: none"> • Proper functioning of the camera • Camera wiring <p><small>* if supplied by Hermisource</small></p>	<p>This Extended Warranty does not cover:</p> <ul style="list-style-type: none"> (a) normal wear and tear (including without limitation, wear and tear of screens, displays or lenses); or (b) defects caused by rough handling (including without limitation, defects caused by insertion of sharp objects, dropping, bending, compressing, etc.); or (c) defects or damage caused by misuse of the Products, including use that is contrary to the instructions provided by Hermisource in the Product's User Manual or User Guide; or (d) defects caused by short circuiting of the customer's motor vehicle; or (e) failure of the Products due to the use of third party software programmes to alter, change, adapt or amend the existing approved Hermisource software installed on the Products; or (f) courier, transport, collection and/or delivery costs; or (g) other defects, whose cause is beyond the reasonable control of Hermisource.

The Extended Warranty shall be void and not enforceable if all or any of the Products have been opened, modified or repaired by anyone other than Hermisource or a Hermisource Authorised Service Centre.

When repairing or replacing Products, Hermisource may use products or parts that are new, equivalent to new, re-conditioned or used.

EXTENDED WARRANTY OPTIONS

The choice is simple. There are two options to choose from. The key determining factor is the period of coverage required.

OPTION 1	OPTION 2	<p style="text-align: center;">NOTE:</p> <p>If purchased, the Extended Warranty commences immediately on expiry of the standard Manufacturer Warranty. If no Extended Warranty is purchased, faulty equipment shall be accepted for repairs by Hermisource on the basis of a Booking, Quote, Order and Payment by customer.</p>
GOLD	PLATINUM	
<p>Period: Two years</p>	<p>Period: Four years</p>	
		

WHEN CAN THE EXTENDED WARRANTY BE PURCHASED?

The Extended Warranty can be purchased at the same time that a GPS unit is purchased, or during the currency of the Manufacturer Warranty.

The Extended Warranty must be purchased before the standard Manufacturer Warranty expires.

Should you need to purchase our Extended Warranty, kindly indicate to us at the time of placing your order.

If you have already purchased our Products and did not include the Extended Warranty, you can still purchase the Extended Warranty at any stage during the currency of the standard Manufacturer Warranty.

WARRANTY EXECUTION

The Manufacturer Warranty as well as the Extended Warranty are executed by Hermisource Automotive, either directly or through Authorised Service Centres and Agents.

Should you experience problems with any equipment, component or system you have purchased from Hermisource Automotive, please do not hesitate to contact Hermisource Automotive using the contact details given below.

HOW TO GET EXTENDED WARRANTY SERVICE

Any claim under the Extended Warranty is subject to the customer notifying Hermisource Automotive of the alleged defect within reasonable time of it having occurred, or come to the customer's attention, and ensuring such time is not later than the expiry of the Extended Warranty Period.

When making a claim under the Extended Warranty, the customer is required to present:

- (a) a detailed description of the observed defect, fault, problem or malfunction;
- (b) the Hermisource Product(s) (or the affected component); and
- (c) the original proof of purchase of the equipment and the Extended Warranty, which clearly indicates the date and place of purchase;

For service under this Extended Warranty, please contact Hermisource directly or a Hermisource Authorised Fitment or Service Centre.

CONTACT DETAILS

Our contact details are as follows:

Telephone:	+27 11 312 5962 +27 11 056 7098	Facsimile:	+27 86 583 5493 / 5494 +27 86 583 5495 / 5496
Technical Enquiries:	technical@hermisource.com technical@hermisource.co.za	Sales Enquiries:	sales@hermisource.com sales@hermisource.co.za
Physical Address:	Building 15, Kingston Business Park Old Pretoria Main Road Halfway House Midrand 1685		
Website:	www.hermisource.com www.hermisource.co.za		

For information on Authorised Service Centres, please check our website.

Should you be prompted to register your Product(s) online on our website, please do so as soon as possible.